

DDS Service Standards Survey 2011

1. Instructions

The Department of Developmental Services values your ideas on the services purchased by regional centers. Regional centers purchase services for people with developmental disabilities living in the community. Your ideas will be used to develop statewide service standards that will set clear requirements for regional centers to follow in the purchase and delivery of services, while achieving necessary budget savings. These service standards will be used by all 21 regional centers so that over 240,000 consumers and their families have consistent and reliable expectations about the services they receive. The Department intends to develop statewide service standards while also keeping the Lanterman Act entitlement.

The Department hopes to hear from the many people who are involved with the developmental disability service system: consumers, family members, service providers, regional centers, advocates, and the general public.

This survey asks for your ideas on service standards for eight topic areas: Behavioral Services; Day Program, Supported Employment, and Work Activity Program Services; Early Start Services; Health Care and Therapeutic Services; Independent Living and Supported Living Services; Residential Services; Respite and Other Family Supports; and Transportation Services.

Each of the above topics has seven questions. Each question is followed by a comment box for your suggested service standards. You do not need to answer each question. Remember, your responses to this survey are anonymous.

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1. Who are You

Specify if Other

2. The following eight topics are available for your suggested service standards:

- a. Behavioral Services
- b. Day Program, Supported Employment and Work Activity Program Services
- c. Early Start Services
- d. Health Care and Therapeutic Services
- e. Independent Living and Supported Living Services
- f. Residential Services
- g. Respite and Other Family Supports
- h. Transportation Services

3. Behavioral Services

You may skip this topic if you have no ideas or suggestions.

Please note: If you would like to comment on Early Intensive Behavioral Intervention services, please do so under the topic of Early Start.

Behavioral Services help people deal with their feelings and behavior. They also help parents learn how to help their children with their feelings and behavior. For example, Behavioral Services can include designing, implementing and evaluating

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teaching methods, consultation with specialists, and behavioral interventions. It can also include training for consumers and/or parents on the use of behavioral intervention techniques and home-based behavioral intervention programs that are implemented by parents for their children.

A service standard sets clear requirements for the regional center to follow in the purchase and delivery of services.

1. Suggested service standards about who should receive these services:

2. Suggested service standards about how often a specific service should be provided:

3. Suggested service standards about how to make sure the services provided are useful and effective:

4. Suggested service standards about the qualifications and performance of the person or organization that provides these services:

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5. Suggested service standards about the payment for these services:

6. Suggested service standards about the responsibilities of parents and consumers for these services, e.g., co-payment, time commitment, etc:

7. Suggested service standards about self-directed or self-determination options for these services:

4. Day Program, Supported Employment, and Work Activity Program Services

You may skip this topic if you have no ideas or suggestions.

Please note: If you would like to comment on Infant Development Programs, please do so under the topic of Early Start.

People go to Day Programs during the day to be with peers, learn new things, and learn how to take better care of themselves. Day Programs can be at a single place or completely integrated in the community. Day Programs include services that assist consumers to develop and maintain self-help, self-care, self-advocacy, pre-vocational or vocational, and behavior management skills.

Supported Employment helps people find and keep a job in the community. These programs can help people find out what kind of job they want, what kind of help they

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might need to do the job, and who will give them that help. Supported Employment can be for one person or for a small group of people.

Work Activity Programs have a single place where all people go to work. The program contracts with businesses for different types of work. Work Activity Programs can also help people become ready for a job in the community.

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5. Early Start Services

You may skip this topic if you have no ideas or suggestions.

Early Start Services help babies and small children who are one or two years old and who have a disability. A baby or young child might also get Early Start services if a doctor thinks they will have a disability when they get older. Early Start Services include interdisciplinary assessment services, infant development programs, family training, early intensive behavioral services, specialized therapeutic services, speech pathology, occupational therapy, and physical therapy.

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6. Health Care and Therapeutic Services

You may skip this topic if you have no ideas or suggestions.

Health Care and Therapeutic Services are services provided by doctors, nurses, therapists and other helpers. There are many types of health care and therapeutic services. They include medical visits, nursing services, laboratory and radiological services, genetic counseling, respiratory therapy, physical therapy, occupational therapy, speech pathology, specialized therapeutic services, substance abuse treatment, dental services, psychological and psychiatric services, and medications. These services also include the purchase of diapers, nutritional supplements, medical equipment or supplies, and non-medical therapies.

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7. Independent Living and Supported Living Services

You may skip this topic if you have no ideas or suggestions.

Independent Living and Supported Living Services are for people who want to live in their own apartment, condo, or house. These services give people the help they need to live as independently as possible in the community. There are many types of Independent Living and Supported Living services. Some of the types of services and support people get are: help with their money; getting around in their community; staying healthy; speaking up for themselves; moving into a home; choosing personal attendants and housemates; acquiring household furnishings; performing daily living activities, responding to emergencies; and participating in community life.

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8. Residential Services

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Residential services are for people living in a licensed or certified home in the community. Sometimes, these homes are called group homes. Adult Family Homes and Family Teaching Homes, which are certified by Family Home Agencies, also

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provide residential services. Usually, between two and six people live together. People either share a bedroom with one other person, or they have their own bedroom. Residential facilities include Community Care Facilities, Skilled Nursing Facilities, Intermediate Care Facilities, and SB 962 Homes.

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9. Respite and Other Family Supports

You may skip this topic if you have no ideas or suggestions.

Respite is a break for family members to have time for themselves to do other things, outside or inside the house. Respite is when someone else takes care of the person with a developmental disability. Respite is intermittent. Respite can be in the person's home or it can happen outside the person's home. Out-of-Home Respite services are provided in licensed residential and day care facilities.

Other family supports include child day care, adult day care, parent training, and advocacy.

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10. Transportation Services

You may skip this topic if you have no ideas or suggestions.

Transportation Services are rides for people to and from their activities, work, and appointments. Transportation Services are provided so that people may participate in programs and/or other activities. A variety of sources may be used to provide transportation including: public transit; specialized transportation companies; day programs and/or residential vendors. Family members and friends can provide transportation under a voucher.

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Thank you for participating. Your ideas are greatly appreciated.

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You may email the completed survey electronically to survey@dds.ca.gov or send to the address below:

Service Standards

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